

Council on Technology Services

Seat Management Workgroup

June 10, 1999 Meeting Minutes

List of attendees [below](#).

Pete Kolakowski called the meeting of the Seat Management Workgroup to order at 9:06 a.m., welcoming everyone and asking the group to introduce themselves.

The group reviewed the June agenda and May 14 minutes. Chip German asked that the sentence pertaining to UVA (about central funding to prevent layoffs) be stricken from the minutes to prevent misunderstandings.

Pete then announced that IBM Global Services was there to present. Don Leach, IBM representative for Richmond area government clients, introduced the team: Greg Bean, Kim Hall, Monique Smith, Jorman Granger, and Chris Stergiou. Chris Stergiou, Practice Leader for Seat Management, led the discussion.

Highlights include:

- There are many different flavors of seat management; any combination of services is possible, depending on what level of service the customer wants and how much money they'd like to spend. No customer is identical in what they want, so flexibility is important. IBM takes a standard offering and customizes it to meet each client's needs.
- Mainframe support can be incorporated into a seat management program, but there are some political issues involved.
- Customers may want to consider communications under a seat management contract as well.
- The more standardized an environment is, the less costly it is because it takes fewer resources to maintain it.
- IBM makes a "platform-independent offering," meaning the customer doesn't need to use IBM computers.
- When coming up with a seat management plan, it is important to talk to many vendors and users of seat management to hear lessons they learned.
- From an enterprise perspective, seat management is a great thing, but there are political and organizational issues to overcome as well.
- Most agencies currently perform technology refreshment sporadically; seat management contracts place refreshment on a schedule.
- IBM does buy existing PCs to provide a credit toward seat management services.
- IBM's automated tools are continually being enhanced. Although much of IBM's seat management help desk support is in Boulder, Colorado, IBM assigns personnel dedicated to one client so users can reach support staff who are knowledgeable about the client's environment.
- IBM's government clients include the State of California, two Michigan state agencies, New

York State's Department of Health, and CoBank. The New York DOH uses Dell, Compaq, *and* IBM computers on the IBM contract. IBM handles the infrastructure and data center.

Chris organized the presentation so it was more of a discussion, with the Workgroup being able to ask questions or make comments at any time. Pete noted that with different funding, structure, product preferences, and service levels, there can't be a one-size-fits-all approach for the state.

Chip German noted that one of the greatest challenges for educational institutions is that there are so many different needs it's hard to standardize. He said there is little consistency in UVA's current environment, and the approach that UVA is procuring for at the moment isn't exactly seat management – more of a "voluntary standardization with pricing incentives." Chip asked if IBM performs total cost of ownership (TCO) analysis. His concern was that the people providing the analysis and advice would be the same people providing the service. Chris said they do TCO study, and it is recommended to perform one using some source (it doesn't have to be IBM) prior to seat management.

Chris asked the Workgroup if anyone has determined a TCO for their agency. Pete said that VDOT came up with a TCO for PC goods and services only, but indirect factors have not been determined.

The next presenter was the GartnerGroup. Pete introduced Drew Roever, who dialed in to teleconference with Ellen Zidar, an analyst who specializes in ESPs/ESPGs (External Service Providers/External Service Providers for Government).

The following are some highlights from the presentation:

- Outsourcing means turning over operational responsibility of an area to an outside provider.
- Distributed computing is the Number 1 outsourced service today.
- From a user perspective, it's important to practice due diligence in procurement.
- When looking at vendors, make sure they are integrating asset management with other strategies, such as help desk.
- Vendors should have a procedure for looking at each failed service level with the goal of meeting it 100% of the time from that point on.
- Three years is the recommended term for a seat management contract. A pilot period of no longer than 12 months is also preferable.
- Service levels should be placed in an addendum; they should be revised at least annually.
- It's important to know who the vendor's subcontractors are and to make sure they have a commitment to the project.

Drew invited anyone interested in learning more about GartnerGroup to visit their Web site at www.gartner.com.

The next topic of discussion was the report. Crissie Nicklow said there are draft sections of the report available for the Workgroup's review; they include: Seat Management Compared to Purchasing and

Leasing, Current Seat Management Programs, Procurement of Seat Management, and Seat Management Workgroup Discussions. Chip German suggested including in the report a list of resources for determining TCO. Courtney Carpenter said he would love to view the entire report, and suggested putting the draft on the COTS Web site. Pete said that would be a good idea, and invited everyone to review it and make suggestions and recommendations on an ongoing basis. Andy Poarch added that the first part of the report is going to be critical; the group really needs to document why the Workgroup's work is necessary. He also noted that there will be many readers who don't understand what seat management is. Pete said that last point should be addressed in the conclusions. He also said that the term "utility" that has been used to describe seat management will need to be explained to the reader.

Pete updated the Workgroup on VDOT's SITEA pilot, saying that it is saving VDOT money and it is working, but the down side to it is that seat management locks the customer into the contract and into a set budget.

The next meeting will be held July 9, from 10 a.m. until 2 p.m. in Charlottesville. Chip German said that he has not yet found an available meeting place, so Pete offered VDOT's Research Council. It was decided that the meeting will either be at a UVA facility or at the Research Council, and the specific location would be announced later this month.

With no further business to discuss, the meeting adjourned at 11:41 a.m.

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